Runner

User Guide

A brief technical guide to Runner and Reservation Pass.

May 2016

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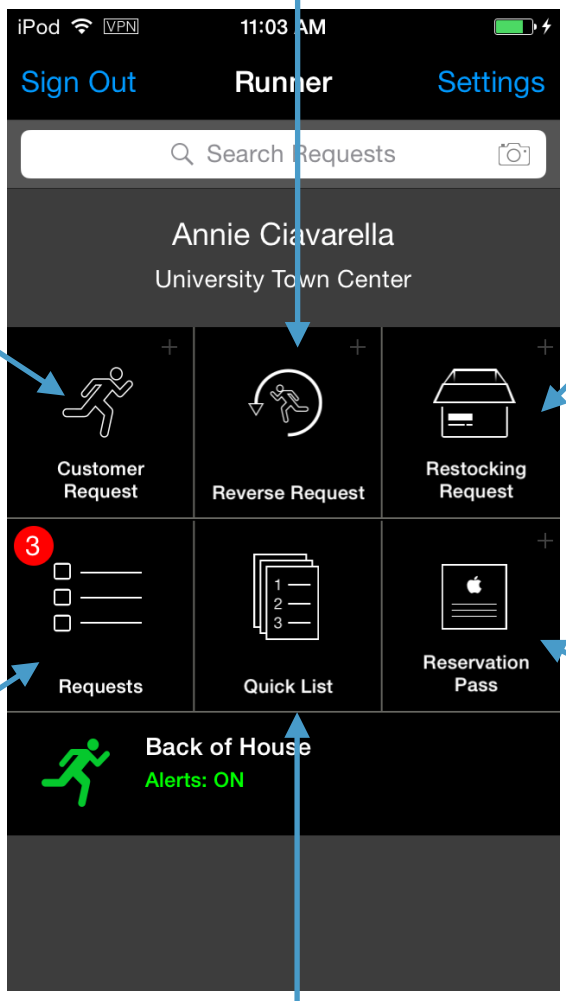
Version 4.1

Overview

Use Reverse Request to request a runner to return items to the BOH stockroom. You can also use this for miscellaneous requests.



Use Customer Request to request products from BOH to the Red Zone for immediate sale.

Use Restocking Requests to prompt BOH to replenish products within the store.

Use Requests to view, modify, fulfill, or cancel submitted requests.

Use Reservation Pass to reserve products for customers. This feature may be disabled during certain time periods.

Use Quick List to quickly view stock and submit a Customer Request for select products.

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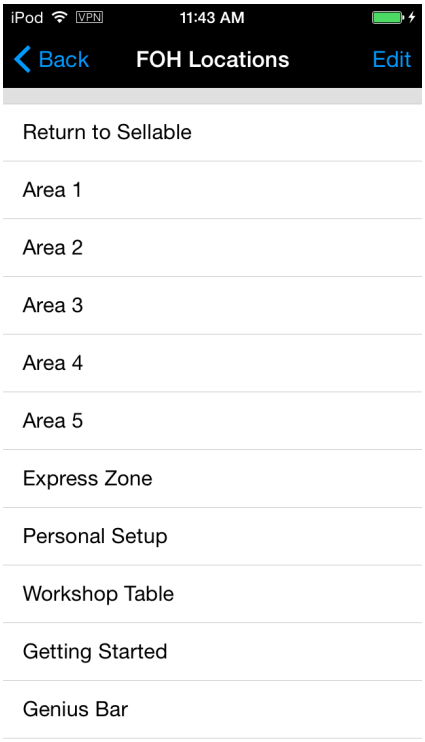
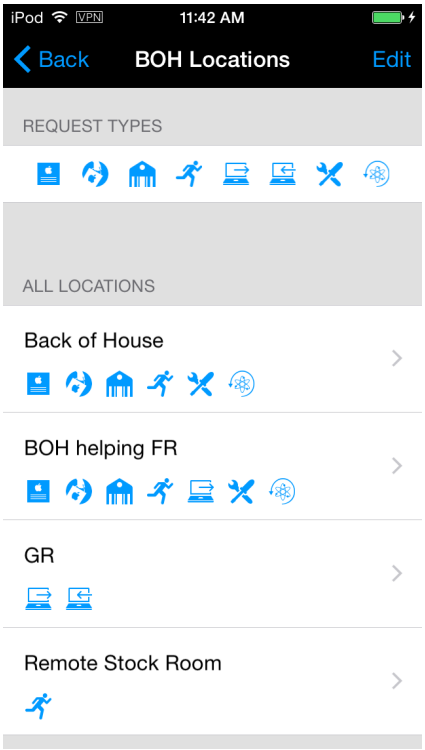
Settings/Setup

These settings can be customized to meet the needs of your store.

Locations

Set up both FOH locations (locations to run to) and BOH locations (locations to run from). BOH locations can be configured to receive different types of Runner Request notifications.
Locations must be set up prior to opening a new store.





View and Edit Available Runners

View all currently available runners and remove runners that are no longer available. If no runners are available, the submitter will receive a notification that no runners are available.

Configure Quick List

Runner Admins can add or remove products from the Watch List based on availability and current demand.

Add Users to Reservation Pass

Managers can provide access to select employees. Access can also be granted to the whole store.

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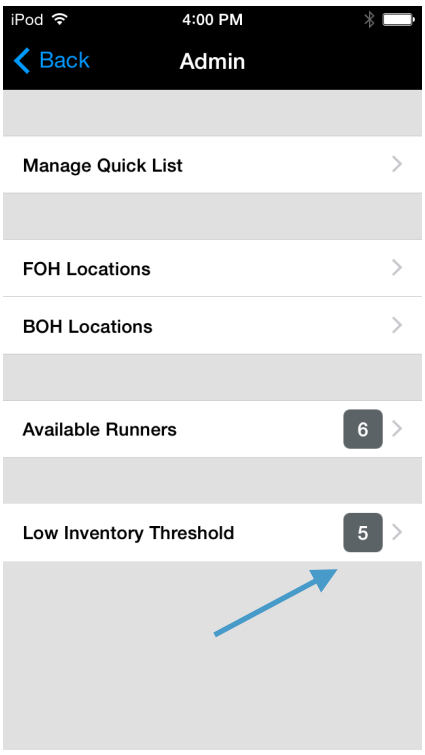
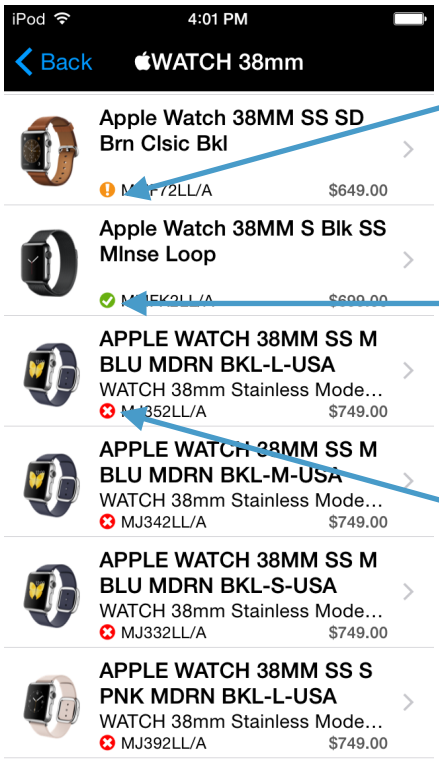
Adjust Low Inventory Threshold

Low Inventory Threshold is used to identify low levels of inventory. A low inventory icon will appear when product quantities fall below the set level.





Sellable quantity has fallen below the threshold, but the item has not sold out.

Sellable quantity has not fallen below the low inventory threshold.

No sellable inventory is available.

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User Interface

Creating a Request

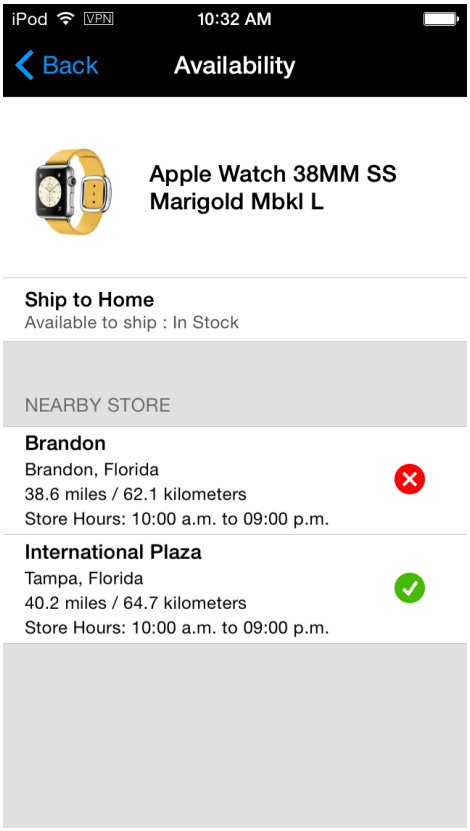
From the home screen, tap the request type to start.

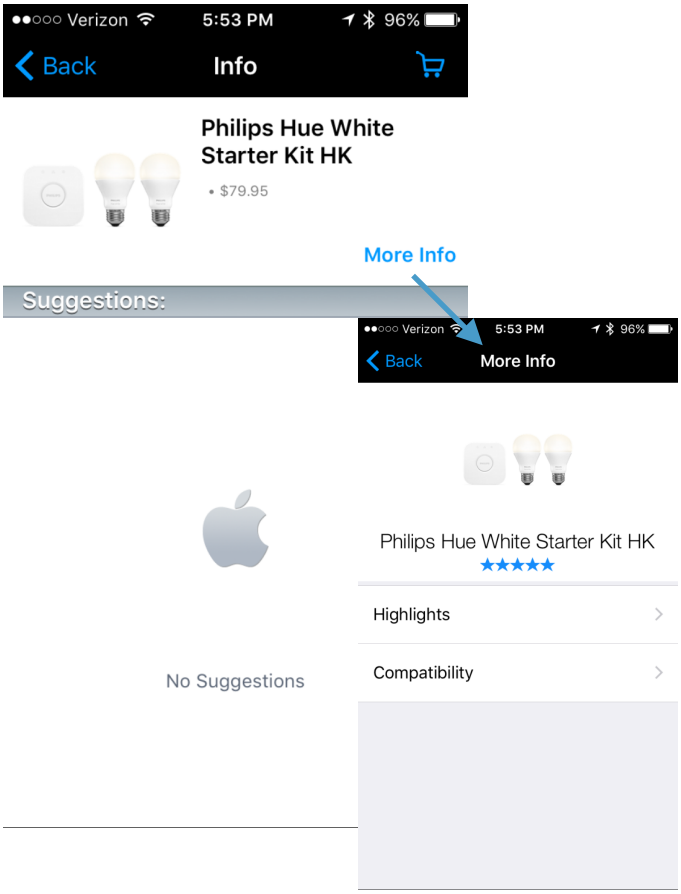
Products for a Customer Request

For a Customer Request, search for the part number or name, scan/enter the UPC, or browse the product catalog.

When a product is out of stock, you can tap the product and see the availability of the stores nearby which includes store details, as well as the Ship To Home availability if the customer would like to purchase online.

Some products have a "More Info" feature. This will display the online store rating, highlights and compatibility of the item.





Modify Cart

Tap an item in the cart to increase quantity, or swipe left to remove an item from the request.

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Browse or Search Requests

When viewing requests, pull down on the menu to refresh the request list. Use the filter button to filter requests by type or status.

Note: This search feature is only available for same day requests. You can search older requests within the Run Request option in the GBI Portal.

Search for Runner Request or Reservation Passes by all or part of:

- Requester Name
- Product Serial Number
- EasyPay Camera/Scan QR Code
- Customer Phone Number
- Customer Name
- Repair Number
- Web Order or Reservation Pass Number
- Customer Email Address

Modify Existing Request

Selecting an individual Runner Request or Reservation Pass will enable the user to:

- Add or remove products from the request
- Cancel or fulfill any active request
- Hold or reset Reservation Pass
- Change location for the run
- Return a Runner Request to the queue
- Raise a Restocking Request
- Edit customer details or resend Reservation Pass

Fulfill Request

To fulfill a selected request:

- Select "I Got It!" in the action menu (or begin scanning items)
- Scan UPC or part number
- Select "On My Way" after all items on the request have been scanned and you're on your way out to the requester
- Select "Delivered" from the action menu once you've handed the items to the requester

If you're unable to complete the run, you can return it to the queue by selecting "Return to Submitted" from the action menu.

Note: You cannot "Return to Submitted" once you're "On My Way."

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Reservation Pass Features

Refer to the **Reservation Pass User Guide** in RetailMe for more details.

Select an individual Reservation Pass to edit customer name, phone number, email, or comments.

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Real-Time Committed Inventory (RCI)

Overview

Use Runner to check real-time availability of products.

RCI

Real-time Committed Inventory (RCI) works behind the scenes to commit product to Runner, Apple Store Pickup, Product Reservations, and Backstage. Product committed by RCI remains in the Sellable bucket, but will no longer be available to request in Runner, to transfer to other stores, or available for purchase online.

Sellable vs. Committed

Inventory that is committed remains in the Sellable bucket, but it is systematically not available to Runner or other processes. Don't be alarmed if you physically see a product on the shelf, but Runner shows the item as unavailable. The product may just be committed to another system.

Note: If a product is shown in Runner as available but is not physically there, investigate this inventory variance with a target count.

RCI Details

For more details, see the **Real-Time Committed Inventory (RCI) Guide** on RetailMe.

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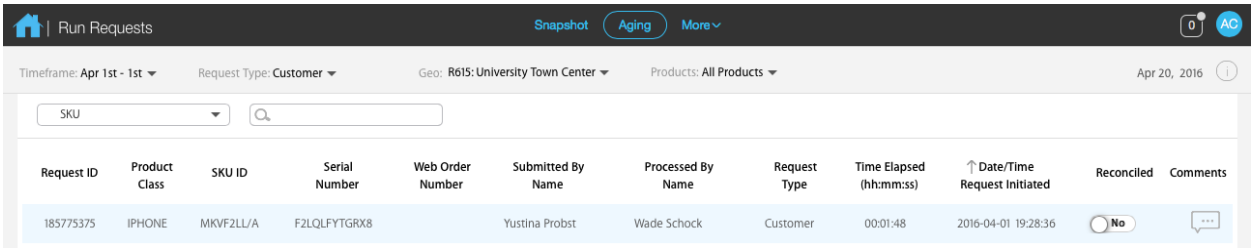
Research

Aging Report

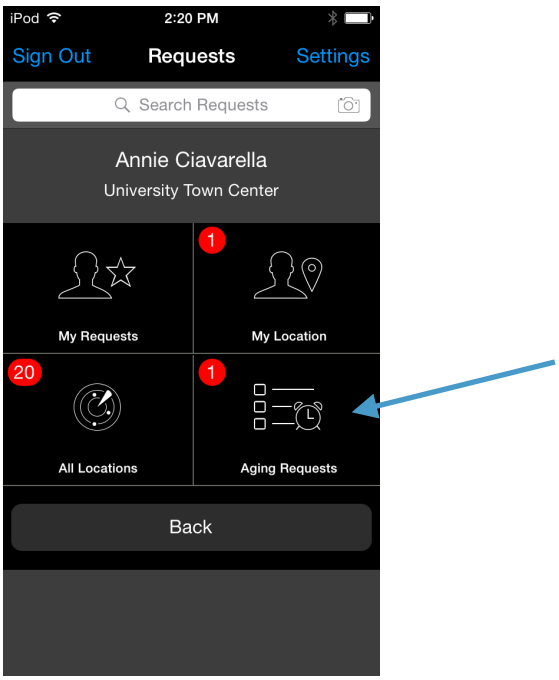
GBI

- Serials assigned to a delivered Customer Request that have not been sold, reversed, or canceled will appear on the Aging tab of the Runner GBI dashboard.
- Aging serials turn red after an hour.
- The quantity of Aging requests will also appear in Leader Board.
- The Leader on the Floor and BOH should partner to determine if the sale is still in progress or whether to reverse the serial(s) or cancel the request(s).
- Aging runs that are not reconciled by midnight local time will automatically close out.



Runner

- Aging runs show in the Runner app with a badge presenting in the top left corner.
- Tap aging runner to see the item details.
- Aging runs that are not reconciled by midnight local time will automatically close out.



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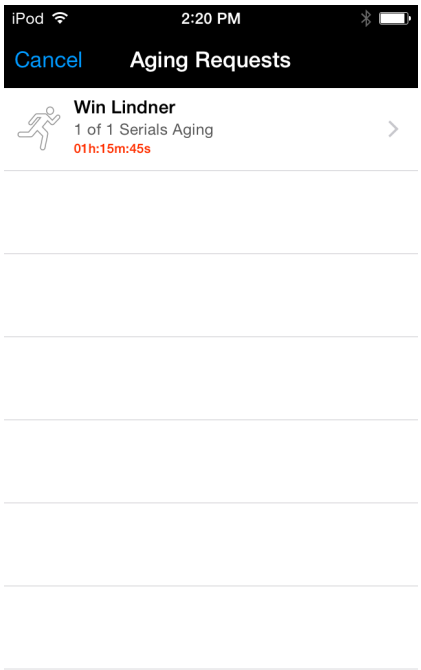
Correcting an Aging Request

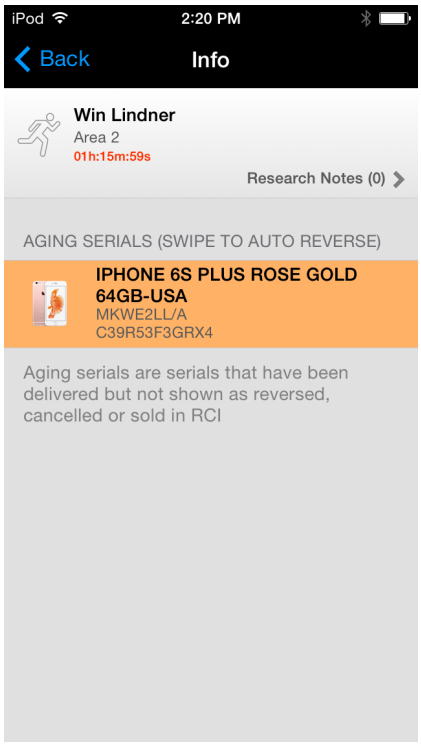
GBI

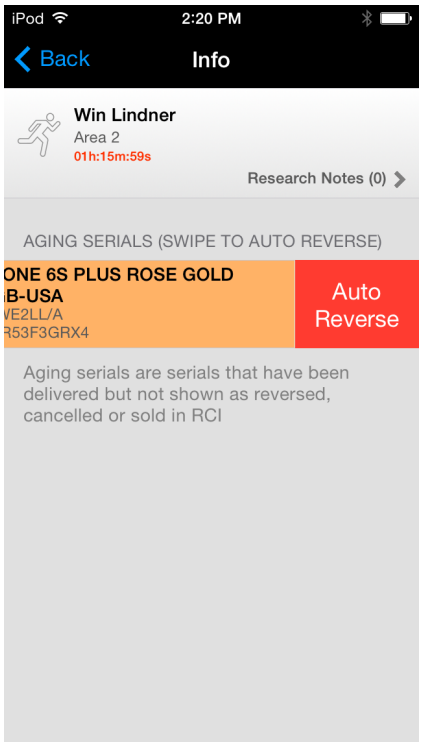
- Review the Aging report throughout the day.
- Pull up runs with aging serial numbers by searching for the serial number or "request ID" in the request list of the BOH Runner app (same day only).
- Communicate aging runs to the LOTF or a manager so they can connect with the Specialist who requested the product.
- If the item is not being sold, delete the run request or reverse run the serial number to remove the item(s) from the aging report.

Runner

- Tap Aging Requests.
- All aging runs will show.
- Tap any line to view request details.
- Swipe left to reverse run the item.







Runner Reporting

See the **Runner Reporting Guide** in RetailMe for a more detailed explanation of the various parts of Runner Reporting in GBI.

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Best Practices

Device Setup

When setting up a runner device in docked mode, ensure notification volume is turned up and device is set to not go to sleep.

Set Up Locations

Mobile Runner has a few default locations. You can customize locations for your store (e.g., Mac Table 1). Locations must be set up prior to opening a new store.

Apple Store Network Only

Use the Apple Store network as the default network for the Back of House Runner app. Use the Argon network only if the Apple Store network is not available.

Note: The Lava profile should not be installed on any Mobile Runner docked devices.

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